

You Can't Teach Nice

Retail Management Strategies for Enhanced Library
Customer Service

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About Me

Friendly's



The T microfiche



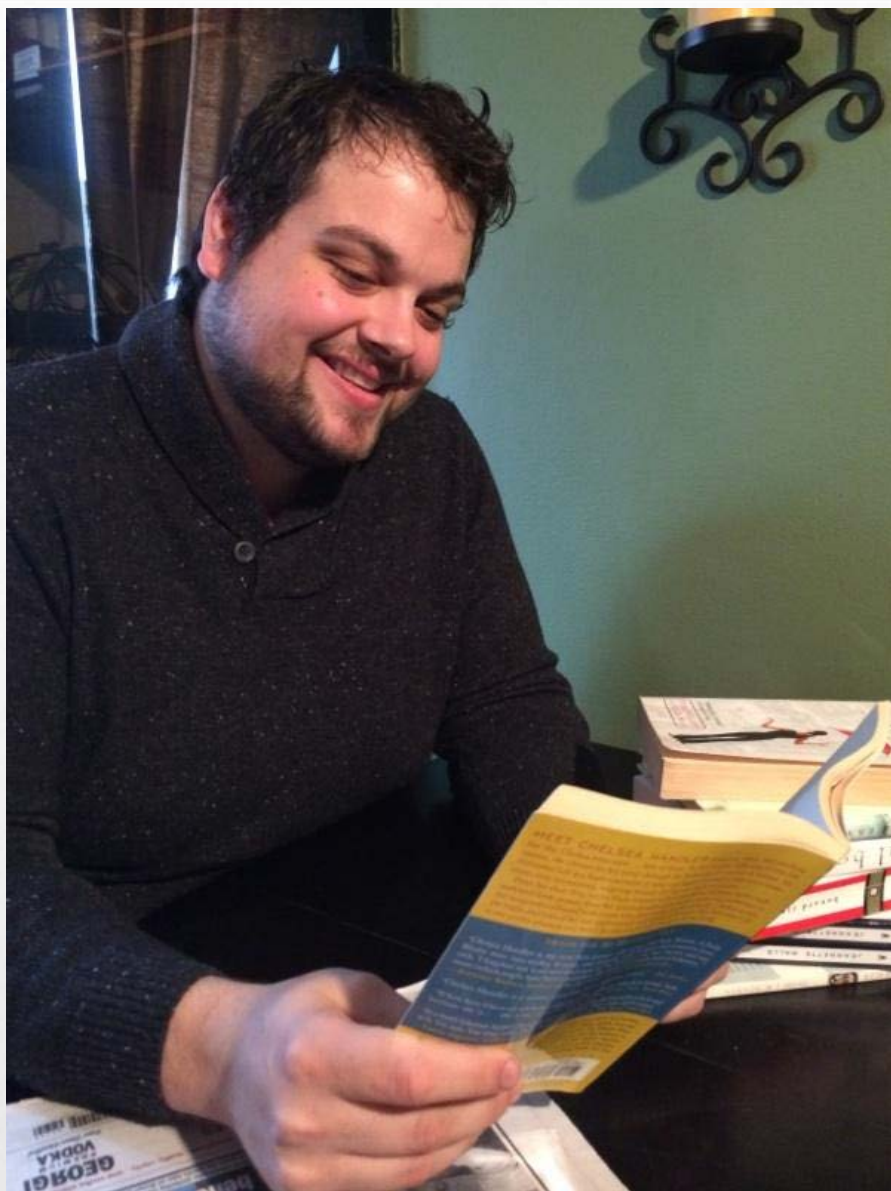
**In order to protect the guilty, models were used for the following images.*

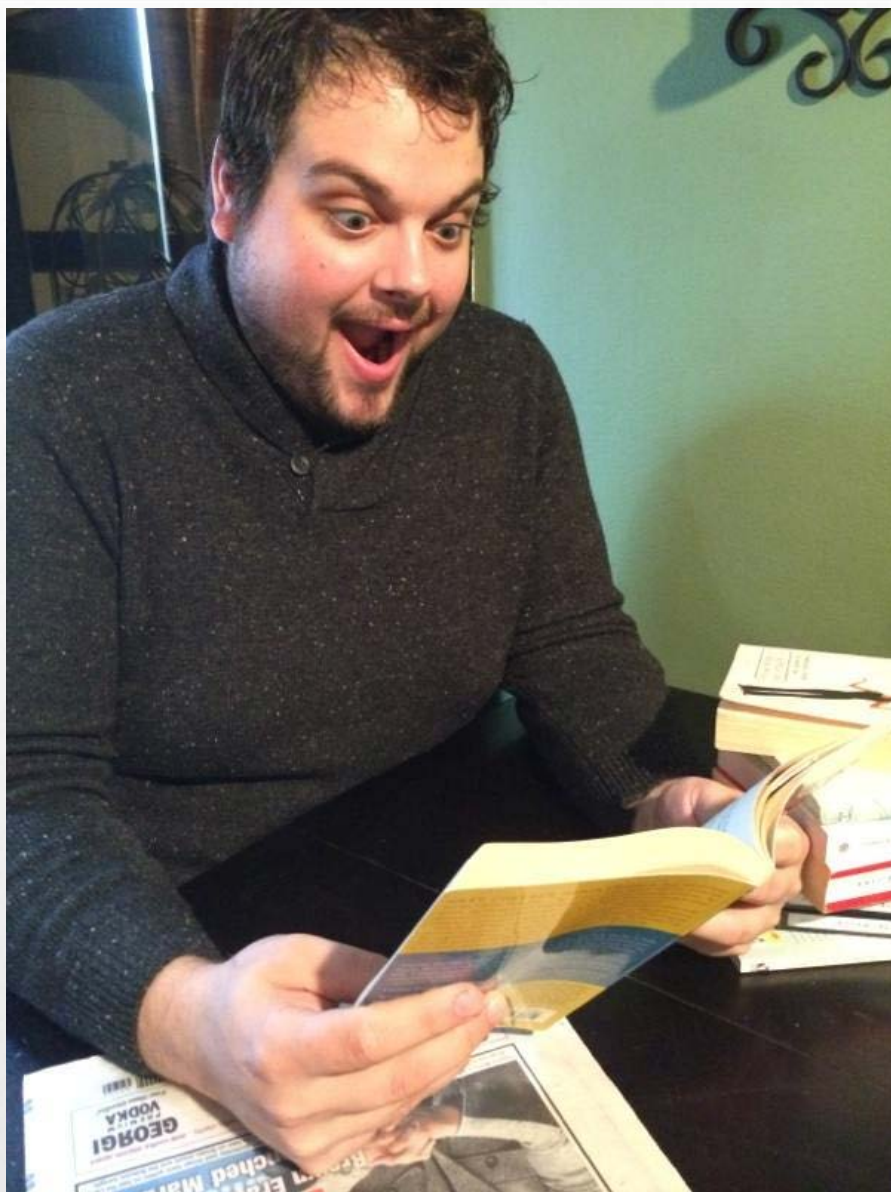
"Plats för skanning av microfiche för Genline hos Släktforskarnas hus i Leksand" by Edaen is licensed under cc-by-3.0

















CONGRATULATIONS!
YOU'VE BEEN
PROMOTED!



Even the Janitor

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You Can't Teach Nice



The Right Fit



The First Step



Customer Service Expectations



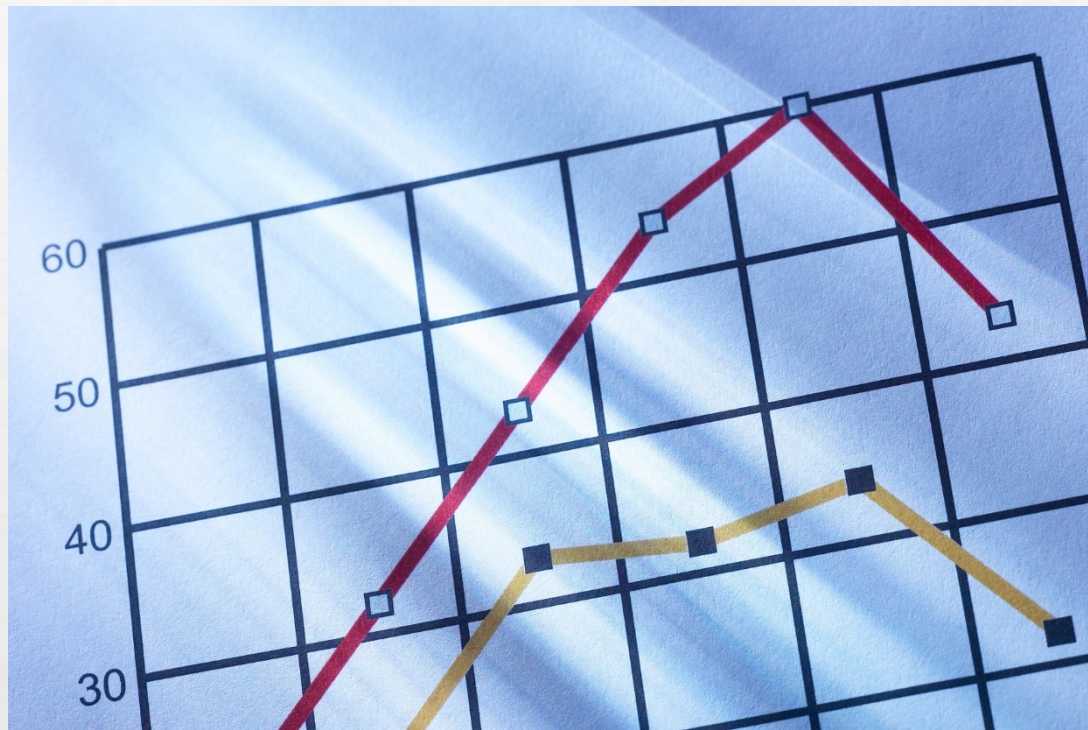
Satisfied vs. Highly Satisfied Patrons

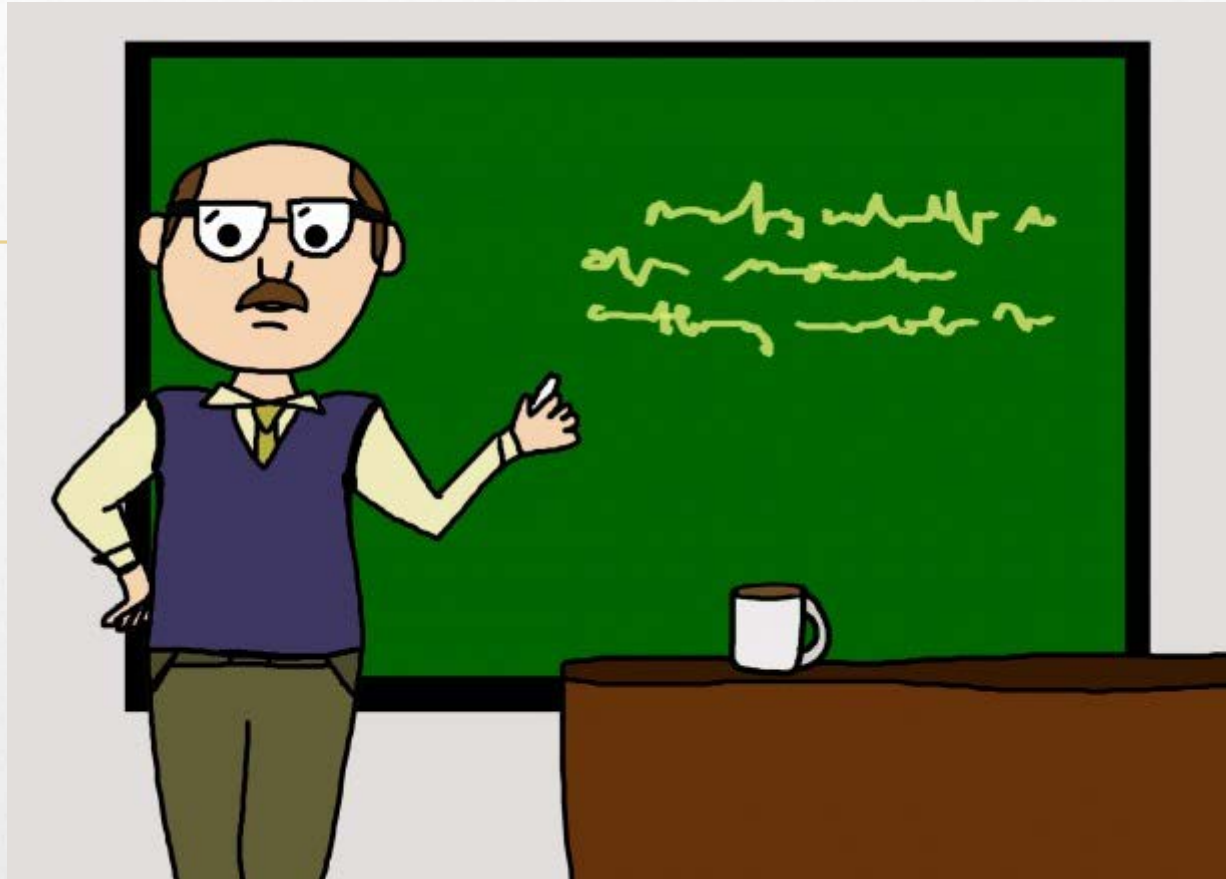


Word of Mouth



Poor Experiences





CC0 1.0: <http://www.publicdomainpictures.net/view-image.php?image=56145&picture=male-teacher-cartoon>



CC0 1.0: <http://www.publicdomainpictures.net/view-image.php?image=21318&picture=the-path>

Learn by Watching



The Customer Journey: Before



The Customer Journey: After



The Moment of Truth



A Patron Walks into Your Library



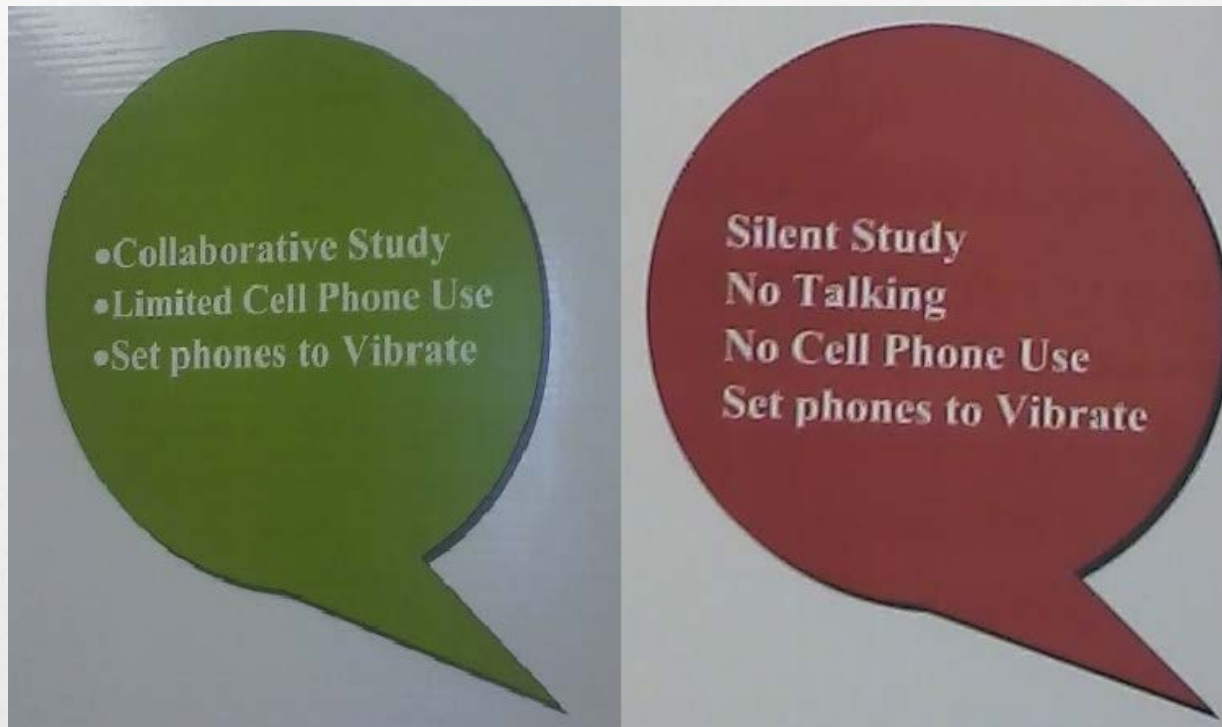
The Confused



Signage



Great Signage



Middle of the Journey



Time is Relative



Perception is Reality



Resetting the Patron's Internal Clock



Acknowledge Patrons



Just Say Yes



**The Form Designed to
Keep You From Doing
the Stupid Thing That
One Guy Did Three
Years Ago.
-Clay Shirkey**

Employee Empowerment



Front Liners' Ideas



Aces in Their Places



Magic Apron Training



Upsell



Upsell





F I C I T



Learn Patron Names



After the Journey



Coaching

- What, Why
 - What You Did
 - Why it Was Good
- What, What, Why
 - What You Did
 - What You Should Have Done
 - Why You Should Have Done it Differently



Service Assessment

REPORT CARD

NAME David Brown ID # 256931

ATTENDANCE					
TERM	1	2	3	4	Yr. Tot.
PRESENT		X	X		
ABSENT					

CONDUCT					
TERM	1	2	3	4	Yr. Tot.
					X

READING LEVELS

NOTE: The blue line indicates the student's starting point at the beginning of the year, and the red mark indicates progress thus far.

* Minimum requirement for promotion to second grade is to be Reading on Grade Level which means the successful completion of the first reader.

SUBJECT	1	2	3	4	Yr. Avg.
ART*					
LANGUAGE ARTS	A	A	A	A	A
PHYSICAL EDUCATION*					
MATHEMATICS	A	A	A	A	
GRADE LEVEL					
MUSIC*	B	A	A	A	
READING					
GRADE LEVEL					
SCIENCE/HEALTH	B	B	A	A	
SOCIAL STUDIES	B	B	B	A	
WRITING*					
ENHANCED MATH*					
ENHANCED READING*					
SPELLING					
PROMOTION UNLIKELY					

MARKING CODE

95 - 100 - A EXCELLENT
 85 - 94 - B ABOVE AVERAGE
 75 - 84 - C AVERAGE
 70 - 74 - D BELOW AVERAGE
 0 - 69 - F UNSATISFACTORY

S SATISFACTORY
 P PROGRESS SHOWN
 I IMPROVEMENT NEEDED
 U UNSATISFACTORY

Culture of Assessment





Thank you!



- Questions?
- Contact Me
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 - SlideShare:
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 - LinkedIn:
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